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| --- | --- | --- | --- | --- |
| Current Step | Previous Step | Task Description | Execution Time (min) | Decision (%) |
| 1 |  | OSG Clerk retrieves student application form from Student Grant System (SGS) and verifies the documents submitted | 17 |  |
| 2a | 1 | OSG Clerk emails student of application rejection & reasons | 10 | 10 |
| 2b | 1 | OSG Clerk sorts the online application before forwarding it | 10 | 90 |
| 3a | 2b | If it is a bursary application, OSG forwards the bursary application to SBS | 5 | 60 |
| 3b | 2b | If it is a scholarship application, OSG forwards the scholarship application to SMS | 5 | 40 |
| 4 | 3a | SBS checks for student income eligibility | 3 |  |
| 5a | 4 | SBS sends automated rejection email | 3 | 70 |
| 5b | 4 | SBS notifies BLU Dean of application pending verification | 3 | 30 |
| 6 | 5b | BLU Dean endorses pending application by adding electronic signature | 15 |  |
| 7 | 6 | CFAe retrieves BLU-verified form from SBS & emails the BLU-verified form to IRM for verification | 10 |  |
| 8 | 7 | CFAe checks verified bursary form from IRM | 3 |  |
| 9a | 8 | CFAe emails student of rejection | 5 | 33 |
| 9b | 8 | CFAe use word template to prepare & print bursary award letter to applicant | 15 | 67 |
| 10 | 9b | CFAe to email student bursary applicant of bursary award approval & place award letter to out tray for mailing | 5 |  |
| 11 | 3b | CSD Manager obtains online Scholarship Application from SMS and generates criteria match report with the scholarship guide within SMS | 15 |  |
| 12a | 11 | Sends automated rejection email to inform student that he/she not shortlisted | 3 | 82 |
| 12b | 11 | Sends automated email to applicant to inform that he/she is shortlisted & wait for news from scholarship committee | 3 | 18 |
| 13 | 12b | SMS forwards applicant and criteria match report to different faculties to continue approval process | 5 |  |